

➤➤ Town of West Hartford

FY 2017-2018 Annual Report



Town of West Hartford
50 South Main Street
West Hartford, CT 06107
www.WestHartfordCT.gov
Phone: 860/561-7500
Fax: 860/561-7400





Table of Contents

Letter from the Town Manager	2
General Government.....	3
Town Manager, Town Clerk, Registrar of Voters, Corporation Counsel, Assessment	
Community Development	5
Building Inspection, Planning, Zoning, Engineering, Housing Rehabilitation, Economic Development	
Community Services	8
Library, Leisure Services (Recreation), Social Services	
Public Safety.....	10
Police, Fire	
Public Works.....	11
Support Services	12
Information Technology, Financial Services, Human Resources, Plant & Facilities	
Affiliated Agency	14
West Hartford-Bloomfield Health District	
Capital Improvements	15
Elected & Appointed Officials	16
Quick Reference Telephone Numbers	17
Special Events	18



At A Glance

Date Settled: 1679

Date Incorporated: May 3, 1854

Population: 2010 Census - 63,268

Area: 22.2 square miles; 14,080 acres. There are 205 miles of accepted streets and 245 miles of sidewalks in town.

Highest Point: 778 feet above sea level on Talcott (Avon) Mountain.

Altitude at Town Hall is 120 feet.

Form of Government: First in Connecticut to have a Council-Manager form of government.

Schools: Public-11 elementary, 3 middle, 2 high schools. Private and

parochial-10, including elementary through high schools. Colleges and Universities-University of Hartford, Bloomfield Avenue; University of Saint Joseph, Asylum Avenue; University of Connecticut School of Social Work, Asylum Avenue.

Places of Worship: 7 Catholic, 9 Jewish, 16 Protestant

Libraries: Noah Webster Library, 20 South Main Street; Julia Faxon Branch, 1073 New Britain Avenue; Bishops Corner Branch, 15 Starkel Road.

Public Recreation Areas: Two municipal golf courses-Rockledge, 18 holes and Buena Vista, nine holes;

Veterans Memorial Skating Rink; two indoor pools at Cornerstone Aquatics Center, and four outdoor pools at Fernridge, Beachland, Eisenhower and Kennedy parks; six public parks, the four mentioned plus Wolcott Park and Westmoor Park. Two senior centers, Elmwood Senior Center and West Hartford Senior Center at Bishops Corner.

Emergency Services: The Police Department is located at 103 Raymond Road. The Fire Department has five fire stations and its headquarters is at 95 Raymond Road. The Fire Department provides advanced medical services. Medical transportation is provided by a private ambulance service.



Letter from the Town Manager

Town Council & Fellow Residents,

I am happy to share with you this annual report for fiscal year 2017-2018 that highlights the accomplishments of each department. I am very impressed with the dedication and professionalism of our staff and welcome the opportunity to spotlight their good work.

One of my goals for my first year was to learn as much as I could about our organization and the community. I have had the opportunity to meet with our elected officials, staff, residents and other key stakeholders including the school district, business associations, neighborhood groups, non-profit agencies, higher education institutions, and arts and culture organizations. I appreciate the warm welcome that I have received along the way.

I would like to dedicate this year's annual report to two individuals that have contributed greatly to our community - Barbara Lerner and Ron Van Winkle.

Barbara Lerner, executive director of the West Hartford Chamber of Commerce, has served in the Chamber's top leadership role since 2013. She will retire on Dec. 31, 2018. Barbara's service to West Hartford includes supporting the Chamber's 530 members, creating a brand for Blue Back Square at its inception in 2007, and serving on the West Hartford Center Business Association when she was a business owner of Honore Gallery.

Ron Van Winkle, West Hartford's Town Manager from 2008 to 2017, served the Town for 30 years, from 1986 until his retirement on June 30, 2017. Ron is a life-long resident. He attended our public schools, raised his family here, and became a renowned economist in Connecticut and a valued member of West Hartford's management team for more than three decades.

I value Barbara and Ron's knowledge and friendship, and appreciate their many contributions to our community.

West Hartford's future is bright, and I am proud to be a member of an excellent team of staff in service to one of our nation's premier communities.

Sincerely,

Matthew W. Hart,
Town Manager



General Government

Town Manager, Town Clerk, Registrar of Voters, Corporation Counsel, Assessment

Town Manager

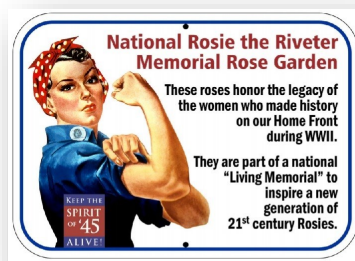
Police Chief recruitment: Following a national search and lengthy vetting process, the Town Manager selected Vernon Riddick, Jr as the Town's 9th Chief of Police. He was sworn into office on May 29, 2018. Chief Riddick holds a bachelor's degree from Tufts University and a master's degree from Post University, and is a graduate of the Senior Management Institute for Police and the FBI Law Enforcement Executive Development course. In addition, Chief Riddick has received various awards throughout his career in recognition for his commitment to community policing, his support for the autism community, and for other professional and civic activities.

New Town Center ordinances & UCONN property: The Town Manager and staff presented the proposed Town Center ordinances (incentive-based zoning, experiential zoning) to the Town Council for approval. Staff worked with UCONN and Department of Energy and Environmental Protection (DEEP) to complete due diligence regarding the potential acquisition of the former UCONN campus, and assisted Town Council with its decision to terminate purchase and sale agreement.

Budget & Finance: The Town Manager and Finance Director collaborated to develop contingency plans to accommodate as much as a \$20 million reduction in state aid for FY18. Staff

worked with the Council to develop a long-term budget strategy beginning in FY19 to promote sustainability; critically assess expenditures and make adjustments to promote efficiency and effectiveness; re-build fund balance to stabilize the Town's bond rating; and to adequately fund programs, services, and other Council priorities while carefully managing the tax burden. In addition, at the Town Manager's direction staff rebid contracts for legal services to achieve additional savings.

Social Media & Branding: In November 2017, the Town's Public Relations Specialist was assigned to the Town Manager's Office. The collaboration resulted in the implementation of a new municipal Facebook site as well as the exploration of a new logo that would be more reflective of West Hartford's image.



Public Awareness: The Public Relations Division created several public awareness campaigns and used local TV and news media, cable access TV, e-blasts, web content, social media, community surveys, and promotional material. In 2017-18, public awareness campaigns included

the Park Road/I-84 improvements, Rosie the Riveter Rose Garden, Make Music Day, storm water pollution prevention, future use of UConn property, SMART waste, Election Day information, storm emergencies, and seasonal collections.



Japan Summer Festival

Special Events: The Public Relations Division is responsible for organizing special events by serving as the liaison between town departments and community organizations. In 2017-18, the most notable events included Dr. Martin Luther King Jr. celebration, 50th Anniversary of MLK's assassination, Memorial Day Parade, the Japan Summer Festival, the Ferrari & Friends Concorso Show, Om Street Yoga, Center Streets, Park Road Pa-



Park Road Parade



General Government continued

rade, Japan Kiku Festival, Pink Party, Halloween Stroll, the Holiday Stroll, Chanukah Celebration, and charity walks and road races including Stand Up to Cancer, MS Walk, Johnny's Jog for Charity and Hartford Marathon Foundation's Half Marathon, Red Dress Run and the Mitten Run. In addition, the PR Division manages activities at Blue Back Square; 2017-18, over 120 concerts and events were held at that location.

Town Clerk

This fiscal year, the Town Clerk's office introduced credit and debit cards for in-person transactions.

E-Code: The Town Clerk's office wrote and received grant from State Library for \$5,000 that resulted in converting printed agendas, public hearing and Town Council minutes into online ECode that provides word search capability of these documents dating back to 1970. Over 80,000 pages were converted.

Reduced budget by eliminating verbatim minutes which results in cost savings in printing, micro-filming and storage.

VitalChek: The Town Clerk's office introduced "VitalChek" which provides an expedited process for issuing Vital Records Certi-

fied copies. This has been particularly helpful to customers who do not live in West Hartford.



Registrar of Voters

State Certification: Republican & Democrat Registrars of Voters completed the State of Connecticut certification classes and passed the certification exam.

Cost Savings: The Registrar of Voters saw a cost savings in its budget by limiting the number ballots that were order by evaluating voting trends in the past years. The office also refrained from hiring additional office staff during the Municipal election, as had been done in past years.

Corporation Counsel

Litigation: The Corporation Counsel argued Walgreen Eastern v. Town before the Connecticut Supreme Court.

The Town also brought a suit against a local business for violations of a variety of ordinances and statutes, as well as addressing that issue in other fora.

Legal Support & Guidance: Corporation Counsel provided memoranda and informal guidance to staff on a wide array of

legal topics ranging from the 2017 federal tax law amendments to Freedom of Information Act compliance as well as identified legislative changes which required input and provided guidance on those changes.

Corporation Counsel also provided legal guidance in connection with the University of Connecticut site.

Assessment

Audits: The Assessment office completed audits on 45 business personal property accounts with an aggregate increase of \$10,678,450 encompassing three Grand List years (2014, 2015 & 2016) recapturing \$421,560 in tax dollars.

Tax Appeals: The Assessor settled 22 tax appeals resulting from the 2016 revaluation with an average settlement of 5% with the removal of two outliers.

Community Outreach: The Assessment office created a Spanish translated brochure on how to resolve motor vehicle assessment matters.

Staff also created a veteran's benefits brochure and distributed the brochure in strategic public building locations (community centers, libraries, etc.).

State Filings: The Assessment office completed the State mandated 2016 general property revaluation and the October 1, 2017 Grand List by the statutory deadline, January 31, 2018.





Community Development

Building Inspection, Economic Development, Planning, Zoning, Engineering, Housing Rehabilitation

Building Inspection

ISO Rating rises: The Building Inspection's rating by the Insurance Services Office, Inc. (ISO) improved from 9 to 4 which is indicative of a higher standard of construction and code compliance, resulting in premium savings for property insurance holders in town.

FY 2017-18 statistics: 6,321 building permit applications, 11,106 inspections and \$1,455,000 in permit revenue

Economic Development

Opportunity Zone: In April 2018, staff learned of its successful Opportunity Zone application when Governor Dannel P. Malloy announced the nomination of 72 Opportunity Zones in the state, including West Hartford's New Park Avenue corridor. All of the 72 zones were then designated by the U.S. Department of Treasury. Formal guidelines on this program are forthcoming, but the program is designed to encourage investment in low-moderate income areas by providing a federal tax incentive for the investment of unrealized capital gains into Opportunity Zones. Qualifying investments may include a wide range of commercial and residential investments, such as transit-oriented development, affordable housing and mixed-use development.



New Park Avenue Streetscape

Employee Parking Program: In response to the growth in restaurants and corresponding increase in parking demand, staff worked with the privately owned Town Center Garage, located at 29 South Main Street, to create an incentive parking rate for employees in both Blue Back Square and the Center. The goal is to reduce on-street parking in center neighborhoods and free up metered spaces for customers. The Town Center Garage Retail Validation Program currently has more than twenty participating businesses and 30+ monthly pass holders.

Business Assistance: The fiscal year saw many new business openings and expansions town-wide. Extensive assistance was provided to the following businesses: Prai Kitchen, Nummy, Amber Jones Photography,

Apostle Nelson, EB Carports, FourteenG, Jitae Taekwondo Academy, North Atlantic Business Advisors, Serenity Hair Salon, Value Office Furniture, WorkStation, Farmers Insurance - Somen Agency, and The White Rabbit.

Housing Rehabilitation

Housing Rehabilitation Program: The program utilized \$148,799 in federal Community Development Block Grant funds to assist 17 eligible homeowners with a wide variety of home repairs, including new roofs, siding, windows and heating systems.



Community Development continued

Engineering

Park Road at Interstate 84 Exit 43 Interchange Improvement Project: The Town's contractor, Paramount Construction, made great strides towards the completion of the Park Road at I-84 Interchange Improvement project. Work on the new Off Ramp and modifications to the existing On Ramp should be completed by the end of October 2018. The contractor anticipates switching traffic from the existing Off Ramp to the new Off Ramp before winter. The contractor plans to continue to work in the winter off of the roadway as the weather permits. In the spring, the contractor will return to complete the Park Road construction work as well as the remaining landscaping, traffic signal, and aesthetic elements. The project should wrap up in the summer of 2019.

New Park Avenue Streetscape: The Engineering Division secured a LOTCIP (Local Transportation Capital Improvement Program) grant through the Capitol Region Council of Governments (CRCOG) for \$1.5 Million towards the Complete Streets Improvement project on New Park Avenue. This is in addition to the \$2 Million that was already awarded to the Town for this project from the Office of Policy and Management.



Park Road at I-84 Exit 43 Interchange Improvement Project

Project design elements include modification of the roadway to reduce travel lanes, bike lanes, updated traffic signals, decorative street lighting and new sidewalks and amenities. The design is expected to begin in the fall of 2018 and be constructed by 2021.

Fern Street Bridge Replacement Grant: The division secured a LOTCIP grant from CRCOG for \$3 million to replace the Fern Street Bridge near Fernridge Park.

This bridge was originally constructed in 1939 and has a sufficiency rating of 62.4. Work is expected to commence in 2019.



Fern Street Bridge replacement

Community Development continued

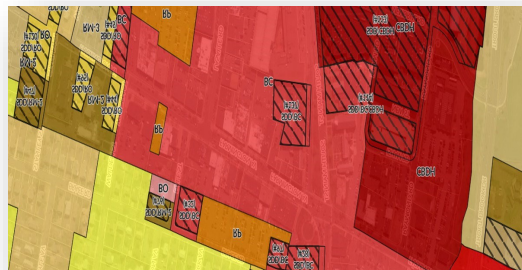


Planning & Zoning

UConn Campus Community Engagement – With the assistance of Milone & MacBroom, Inc., the division led a highly successful process that included on line surveys, information meetings and public workshops to gather resident perspectives on the former UConn campus. As a result, the Town Council adopted a Vision Statement and a set of Guiding Principles to be used by both prospective developers in future land use applications.

Incentive Zoning Ordinance - Following a review of the Center Business District (BC) Zone and a robust community engagement process, an Incentive Zoning Ordinance was crafted and adopted by the Town Council. In the BC Zone only, developers may now seek density bonuses if part of a Special Development District application that includes one or more of several public benefits, including, affordable housing,

public open space, public art, infill development and structured parking.



Central Business (BC) District Zone

Community Rating Service – The Community Rating Service conducted a 5-Year Cycle Visit and reaffirmed the Town's rating of Class 8 for the purposes of FEMA's National Flood Insurance Program.

West Hartford is one of only a few municipalities in CT with such a rating, the result of which are lower flood insurance premiums for local residents.





Community Services

Library, Leisure Services (Recreation), Social Services

Library

West Hartford Reads:
The Library hosted acclaimed author Anna



Anna Quindlen

Quindlen for the 2017 West Hartford Reads! Over 450 people filled Town Hall auditorium for this event.

The Library partnered with CCSU to host a four-day Spanish Film Festival during which a variety of Spanish films were offered at the Noah Webster Library, followed by discussions in Spanish lead by members of the CCSU Modern Language Department.

Two Programming Grants: The Library received two programming grants from the Hartford Foundation for Public Giving, Hinda and Stanley Fischer Fund. One supported summer programs for children at the Faxon Branch Library. The second will fund a new adult discussion series focused on The Atlantic Magazine in conjunction with lectures by local college and university professors on topics of national or global significance.

Kindness Project: The Children's Services staff developed a community "Kindness Project" collecting toiletries during the month of December to stock the Town Social Services Food Pantry. Schools, scout troops and indi-

viduals, both adults and children, enthusiastically participated in this project.

Summer Reading & Lunch: The Library partnered with WHPS to register students to track their summer reading using an electronic system made available by the Connecticut State Library at no cost. Library staff visited elementary schools during the spring to explain the system and encourage summer reading.



Summer Reading Program

The Faxon Branch Library became a summer free lunch site for children up to age 18.

Hoopla: Hoopla, a new collection of downloadable e-books, e-audio books, movies and music, is now available to West Hartford residents using their library cards. This system allows for simultaneous use of items in the collection, a feature that is unique to Hoopla.

How-To Festival: Over 40 local residents volunteered as presenters during the second annual How-To Festival. Over 3,000 people attended this popular event, trying their hands at such activities as fly-fishing, lawn



How To Festival

bowling, or needlework or watching demonstrations of cake decorating, pottery-making and the like.

Leisure Services

New pool management: Leisure Services supervised the first year of new management company operating Cornerstone Aquatics Center, including intense administration of budget, programs, marketing, customer service, and facility maintenance.

Contracts: Renegotiated several contracts, including YWCA preschool lease, and final year of Golf Pro contract, which included a contract extension.

Exploring POS systems: Assessed Point Of Sale services for Leisure Services programs; piloted new RecDesk system at Cornerstone and Buena Vista Golf Course.

Restaurant renovations: Completed selection and transition of new restaurant vendor at Rockledge Golf Course, and monitored their interior renovations.

Community Services continued

Facility improvements: Leisure Services coordinated several facility improvements in 2017-18 including the deck renovation and extension at Rockledge Restaurant; the new starter shack at Buena Vista golf course; the interior renovation to create new, ADA accessible Family Changing Rooms and new lobby area at Cornerstone Aquatics Center, and paved lots and sidewalks in poor condition.



Deck renovations and extension at Rockledge Restaurant

New Pool Schedules: New outdoor pool schedules were introduced this year, which included additional lap swim and recreational swim hours, and shifting outdoor swim team to the indoor facility.

New Design: The Senior Centers launched a newly designed, quarterly senior bulletin. The newsletter contains hundreds of classes and programs.

Community Partnerships: Leisure Services continued working with West Hartford Dog Park Coalition on pop-up dog parks and possible sites for a permanent dog park.



Staff submitted an application for its bicycle accommodations and achieved renewal of its Bike Friendly Community at Bronze Level from the American League of Bicyclists.

New Signage: A new park sign design was created and a replacement schedule for deteriorating park signage was established.

Wolcott Park plan: Began to implement the Wolcott Park plan, beginning with the in-house construction of a bridge to connect the Wolcott Children's Forest with the more active basketball/tennis court area.

Social Services

Staffing changes: The Social Services Division was reorganized due to retirements, setting the stage for an assessment of operational focus in FY2019.

Social Services welcomed Victoria Branning as the new staff assistant and Theresa Lerner as the new CDBG Administrator.

Safe Homes Task Force: A multi-disciplinary team, the WH Safe Homes Task Force (formerly West Hartford Hoarding Task Force), met nearly monthly to discuss progress and barriers.

Streamlining operations: A single application for all services offered through the WH Social Services Department was successfully introduced.

Clear protocols were established for record keeping, and formed a connection between West Hartford Social Services client database and the registration process for programs funded by the Town That Cares.

Community Assistance: Social Services served a record number of children with the Back-to-School backpack program – over 740 children. The division also served 408 households through the Thanksgiving program and over 450 children through the Children's Holiday program, which reflect increases of 10% and 20% respectively, from the prior year.

In addition, over 6,300 bags of food were distributed through the Food Pantry, representing over 725 West Hartford families. Social Services worked collaboratively to implement a summer breakfast program that provided 510 meals to children in grades K-8.



Morley School food donation



Public Safety

Police & Fire

Police Department



Facility Improvements: Three areas of the Police Department were renovated in 2017-18. The emergency dispatch center was renovated and new consoles were installed. The new center now has two additional consoles and a supervisor office.

The radio room was also improved and a new UPS back-up system for all of the radios was installed.

Lastly, an old cellblock was converted into a larger temporary storage facility.



New Technology: The Police Department launched a new online Overnight Parking Omit System which reduced calls for service requests by 21,000 calls.

A new Police Department facility camera and software was installed this year. The equipment is part of the new town-wide camera system that allows police officers to view school cameras in the event of an emergency.

A new State NG911 system was also installed to enhance emergency services by creating a faster, more resilient system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 911 network and eventually, directly to first responders

Fire Department

Professional Training & Equipment: With the help of a \$800,000+ FEMA grant, the Fire Department purchased Self-Contained Breathing Apparatus and an ambulance.

In addition, ballistic and personal protective equipment were obtained and personnel were trained in casualty management for active shooter events.

The Fire Department participated in the Governor's Emergency Planning and Preparedness Exercise, an annual statewide exercise to prepare for natural and manmade disasters.

The Fire Department participated in the MDC conveyance project in which 12 Firefighter Paramedics were trained in mine rescue.

Plan Reviews, Inspections & Calls for Service: The Fire Marshal's Office caused the correction of 2,596 violations through code enforcement inspections.

The department reviewed 584 plans and took in \$226,706 in permit fees.

Overall, the Fire Department responded to 9,629 calls for service in 2017-18, the highest volume to date.

Advance Life Support Services: The Fire Department continued to develop and grow its new Advance Life Support Services delivery.

Juvenile Fire-Setter intervention: The Department's Juvenile Fire-Setter intervention Program has been recognized by the State as a "Promising Program".





Public Works

\$1 million cost savings: The Town's new waste collection and disposal contract resulted in an estimated annual savings of \$1 million.

Equipment purchased with grant: DPW was awarded a grant toward the purchase of a new diesel dump truck which helped replace a 1995 Ford dump truck with new clean technology. The grant supports DEEP/EPA's program to reduce diesel emissions through the Diesel Emissions Reduction Act (DERA).

Mobile 311: DPW implemented Mobile 311 by Dude Solutions, a work order system that provides a mobile solution for field crews to capture work details such as time, material and equipment for completed work. It also has a resident portal so residents can report issues and concerns and create work orders.

Underground utility locator: DPW has entered into contract with On-Target, an underground utility locator company, to fill the gap left after the retirement of the Traffic Safety Manager. The Town is required to mark out its underground utilities through Call Before You Dig (CBYD) and responded to over 5,000 tickets in fiscal year 2017.

SMART: More than 300 people attended three public meetings sponsored by DPW to learn how the Town could 'Save Money and Reduce Trash' (SMART).



New waste disposal contract yields \$1 million in savings.



Above: Examples of different sizes (13-, 8-, and 30-gallon) of municipal waste bags used with a SMART program. Below: Residents attend an information meeting to voice their opinion on a proposed pay-as-you-throw program.





Support Services

Information Technology, Financial Services, Human Resources, Plant & Facilities

Information Technology

Police improvements: IT upgraded the Police Department training room technology so it can function as a Emergency Operations Center and regional events,. New interactive LED SmartBoards and laser projection systems were installed.



West Hartford Police Department

Disaster Recovery: Our existing disaster recovery system for town facilities and public schools was replaced, increasing the retention duration and overall storage capacity.

A redundant fiber ring was implemented for the police station to the data center, ensuring connectivity in the event of a fiber break.

Pool connects to fiber network: Cornerstone Aquatics Center was connected to our municipal fiber network and new hardware



Cornerstone Aquatics Center

was deployed to bring the new management company online with voice and data access.

A new enterprise class wireless system went live at Cornerstone Aquatics Center and Elmwood Community Center for staff and visitor use.

Security Cameras: Over 500 IP (internet protocol) security cameras were installed at all of the public schools, at the Police Department, Public Works facility, and the municipal parking garages and lots.

Electronic Report Cards: IT implemented elementary school report cards in PowerSchool, replacing a handwritten paper process.



Faster Wireless System: Over 900 access points and controllers were replaced throughout the school district's wireless system, making it more reliable. The system supports the latest wireless protocols for faster speeds and support for more concurrent device connections.

Strategic Technology Refresh: Over 1,757 new devices were deployed in the public schools as part of the ongoing strategic technology refresh cycle;431

new iPads, 1,087 Chromebooks and 239 Windows devices for instruction.

Upgrade HRIS: IT successfully upgraded the school district's HRIS system to maintain compatibility with current versions of Microsoft Office. HRIS, which is also known as a human resource information system, allows HR activities and processes to occur electronically.

Remote site connected: The Cogswell building at the American School for the Deaf which serves as a satellite program of West Hartford Public Schools, was connected to our network.

Fiber Network, Phase III: IT began Phase III construction of the town-owned fiber network for all municipal and school locations. Two years ago, IT brought all 16 public schools onto the Town's fiber-optic network, saving the Board of Education \$200,000+ a year in fiber lease payments that are no longer needed. The Town also saves an additional \$100,000+ a year by no longer needing to lease MPLS circuits. Phase III will use disparate fiber paths for redundancy in case of fiber damage.

IT Service & Dependability: Information Technology has maintained a 99.99% uptime availability of the entire communications infrastructure for the past 12 months.

Also, in an effort to reduce network latency and improve the end-user experience, Firewall

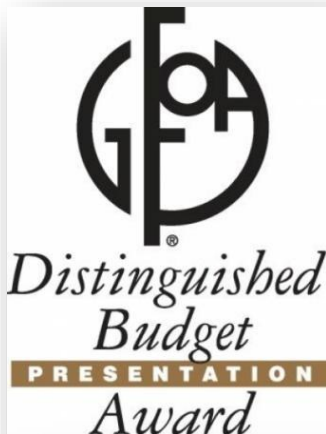
Support Services continued

interfaces and policy-based roles were consolidated.

The IT Department closed over 11,894 work orders, an increase of 18.43% over the prior year; average time to completion was 5 days.

Financial Services

GFOA Awards: Town of West Hartford received the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award and Certificate of Achievement for Excellence in Financial Reporting. These awards represent the highest form of recognition in governmental budgeting and puts West Hartford alongside the best in the country.



Top Bond Rating: Financial Services successfully executed a general obligation bond sale of \$17M and retained the Town's AAA/Aaa bond rating from Standard & Poor's and Moody's. The triple A rating is the highest rating given by the agencies and is based on the town's strength of management and conservative financial practices. West Hartford is one of only a few towns in the United States to hold the coveted Aaa/AAA ratings from both agencies. Even fewer have maintained such ratings since 1974.

Pension Fund: Staff continued to address the Town's funded pension status by recommending a further reduction in the pension discount rate as well as proposing further discount rate reductions that will have a positive effect on decreasing long term unfunded pension liabilities.

Tax Collection: The Revenue Collection office achieved a collection rate of 99.2% for property taxes.

Human Resources

Job Recruitment: Human Resources successfully worked with the Town Council to conduct a nationwide search for a new Town Manager. Staff also recruited for Police Chief and Assistant Fire Chief.

During 2017-18, Human Resources successfully worked with Department Directors on 25 recruitments and 15 promotions. Twenty six new employees were hired. A total of 733 employment

applications were processed during the course of the year.

Insurance Expenses Decrease: Human Resources reduces expenditures in health care and risk management. Health care expenditures dropped by 2.6% or \$400,000 and Life and Long Term Disability renewal was reduced by \$235,000 through the competitive bid process, by moving from CIGNA to Lincoln National.

Staff also successfully negotiated a flat renewal for Insured Program. Successfully negotiated a 5% decrease for FY 2018 and 2.5% decrease in FY 2019 and FY 2020 for Property Insurance.

Top Score: FM Global (property carrier) inspected \$549,099,315 in property values and the Town obtained a Risk Mark Score of 85 (94% of potential) versus an average score of 48.

Plant & Facilities

Energy Savings: Electricity consumption for both the West Hartford Public Schools and Town facilities dropped below the 20 million kWh level, down from 21 million kWh just two years ago, due in part to conservation projects. Energy budget estimates were fairly accurate and West Hartford secured favorable electricity supply pricing through December 2018.

Reduced Operating Costs: Plant & Facilities staff reduced operating costs, such as overtime and maintenance, while continuing to provide satisfactory service levels.



Affiliated Agency: Health District

Environmental Health

The staff of the Environmental Health Program consists of State Certified Food Safety, Lead Inspection and Risk Assessors, Subsurface Sewage Disposal Systems and Registered Sanitarians. Fiscal Year 2017-2018 highlights include:

Licenses issued:

- 404 Food Establishments
- 156 Salon and Spas
- 35 Public Pools
- 29 Child Care Facilities
- 13 Mobile Food Vendors

124 Temporary Food Events permits were issued for special events

Environmental Health Case Investigations:

- 610 General Nuisance Conditions
- 151 Housing and Property Maintenance
- 327 Litter and Community Standards

Community Health

The staff of the Community Health Program includes two Public Health Nurses, one Nutrition Consultant, a Medical Advisor Consultant and community partners. Fiscal Year 2017-2018 highlights include:

- Received an outpatient clinic license from the State of Connecticut Department of Public Health



- Administered 967 flu shots, and vaccinated 146 school-age children and 46 adults;
- Provided four series of Diabetes self-management classes to 62 attendees through grant funds from the State of Connecticut
- Staffed 75 senior health clinics at the three senior centers within the Health District
- Conducted monitoring and surveillance on 66 cases of reportable diseases

Public Health Preparedness

West Hartford-Bloomfield Health District works to prepare its staff and the community to be ready for any emergency impacting the public health. Highlights include:

- Made annual updates and revisions to public health emergency response plans
- Conducted a mass vaccination flu clinic during a full scale exercise to evaluate, improve and strengthen plans and training
- Completed required federal evaluation tool on the Health District's readiness

to respond to public health emergencies

Non-Public School Health Services

The West Hartford Non-Public School Health Services program consist of 13 registered nurses attending to 2200 students and over 410 staff members in 10 private, non-profit schools. Fiscal Year 2017-2018 highlights include:

- Staff certified CPR Instructors trained over 70 faculty across the school served;
- Upon the passing of Ann Marie Dombroskas, a long-time and beloved school nurse, Hebrew High School of New England dedicated a memorial garden in her memory.
- The Association of School Nurses of Connecticut recognized nurse supervisor Lori Flaherty as the Nurse Administrator of the Year



BACK ROW: Susan Reisman, Steve Huleatt, Cindy O'Laughlin, Beth Scully; MIDDLE ROW: Kerry Flaherty, **Lori Flaherty**, Cathy Turley, Patty DePasquale, Beth Bornstein. FRONT ROW: Finnian Flaherty



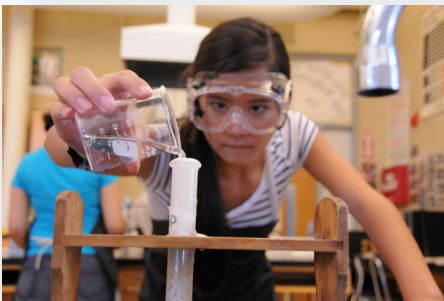
Capital Improvement Projects

The Capital Improvement Program for fiscal years 2017-2018 and 2018-2019 continues the long-term commitment to the maintenance of public schools, roads, storm sewers, parks and other public infrastructure.

In addition to recurring projects, there are several non-recurring projects worthy of special note.

Hall High School Science Labs

The existing program space does not meet the needs of the current and projected science program. This project funds the building of eight new classroom/lab combination spaces for Biology and Chemistry and renova-



tion of the existing space to both “dry” lab space (Earth Sciences and Physics) and flexible classroom space. The total estimated cost of \$12,800,000 is offset by projected State grant reimbursement of \$8,120,000, resulting in local bond funding of \$4,680,000. This is the second year of a two year request for funding. In fiscal year 2017, the initial amount of \$6,400,000 was approved.

Park Road/Interstate 84 Interchange Project

Construction is scheduled to begin on the Park Road/Interstate 84 Interchange project in the current fiscal year. Grant funding of \$4,579,000 and the Town’s \$509,000 cost were included in the approved fiscal year 2017 capital plan. This plan includes an additional \$1,216,000, of which \$987,000 will be financed by State grants and \$229,000 by local bond funding.

North Main Street Bridge Rehabilitation

The North Main Street Bridge has been identified as in need of significant rehabilitation, and funding is included in fiscal year 2018 for this project. It is expected that half (\$848,000) of the North Main Street Bridge Rehabilitation project will be funded with bond dollars and the remainder using grant dollars.

Recycling Center Modernization

This project envisions wide ranging improvements to the facilities located at 25 Brixton Street that will expand green recycling and other recycling capabilities through the introduction of new technology and, potentially, a public/private partnership to encourage private investment. This plan includes \$2,500,000 of local bond funding for this project.



Fairview Cemetery Office Renovation

The Fairview Cemetery Office reopened on October 13, 2017 after extensive renovations. Construction began Fall 2016 and took about one year to complete. The lower level was completely renovated into modern office space. All new mechanical and electrical equipment were installed including energy efficient interior and exterior LED lighting, a high efficiency heat pump air conditioning and heating system, and ultra-low flow water saving plumbing fixtures. A new ADA-compliant restroom was installed as well. The building’s stone exterior was chemically cleaned to remove nearly 100 years of contaminants. The office entryway was restored with a new retaining wall, fencing, vintage era lighting and landscaping. Stairs were removed making the building handicap accessible. The steeply pitched roof was completely re-done with new 30-year architectural style shingles that mimic the look of slate shingles commonly found in 1920’s. Maintenance crews can access the building via the garage where all their equipment and vehicles are stored.



Elected & Appointed Officials

As of 12/1/2018

ELECTED OFFICIALS

FEDERAL

U.S. CONGRESSIONAL REPRESENTATIVE

1st Congressional District:
John Larson, (D)

U.S. SENATORS

Richard Blumenthal, (D)
Chris Murphy, (D)

STATE

STATE REPRESENTATIVES

District 18: Jillian Gilhurst, (D)
District 19: Derek Slap, (D)
District 20: Joseph Verrengia (D)

STATE SENATOR

District 5, Beth Bye (D)

MUNICIPAL

BOARD OF EDUCATION

Carol Blanks, (D) Chair
Cheryl Greenberg, (D),
Robert Levine, (R)
Dave Pauluk, (D)
Deb Polun, (D), Vice Chair
Lorna Thomas-Farquharson, (D)
Mark Zydanowicz, (R)

TOWN COUNCIL

Shari Cantor, (D), Mayor
Beth Kerrigan, (D), Deputy Mayor
Chris Barnes, (R),
Minority Leader
Leon Davidoff, (D)
Dallas Dodge, (D)
Mary Fay, (R)
Liam Sweeney, (D)
Ben Wenograd, (D)
Chris Williams, (R)

REGISTRARS OF VOTERS

Gail Crockett (D) and
Beth Kyle (R)

TOWN CLERK

Essie S. Labrot, (D)

APPOINTED OFFICIALS

APPOINTED BY BOARDS

Superintendent of Schools
Tom Moore

Director of Library Services
Martha Church

Town Assessor
Joseph Dakers, Sr.

APPOINTED BY TOWN COUNCIL

Town Manager
Matthew W. Hart

Corporation Counsel
Patrick Alair

APPOINTED BY TOWN MANAGER

Director of Community Development
Mark McGovern

Director of Financial Services
Peter Privitera

Fire Chief
Gregory H. Priest

Director of Human Resources
Rick Ledwith

Director of Information Technology
Jared Morin

Director of Leisure Services
Helen Rubino-Turco

Director of Plant & Facilities
Robert Palmer

Police Chief
Vernon Riddick, Jr.

Director of Public Works
John Phillips

Director of Social Services
Helen Rubino-Turco



Quick Reference Phone Numbers

Animal Control: (860) 570-8818	Health Services: (860) 561-7900	Sign Maintenance (streets, traffic control): (860) 561-8100
Assessment: (860) 561-7414	Land Records: (860) 561-7430	Snow & Ice Removal: (860) 561-8100
Birth Certificate: (860) 561-7430	Leaf Bag Collection: (860) 561-8100	Snow Plow Damage: (860) 561-8100
Bishops Corner Branch Library: (860) 561-8210	Library (Main): (860) 561-6950	Social Services: (860) 561-7561
Block Party Permits: (860) 561-8100	Marriage License/Certificate: (860) 561-7430	Spring Yard Waste Collection: (860) 561-8100
Bulky item Pick-Up: (860) 844-3000	Mayor's Office: (860) 561-7445	Storm Drain Maintenance & Repair: (860) 561-8100
Compost & Delivery: (860) 231-8100	Metal or Appliance Collection: (860) 844-3000	Street Lights: (860) 561-8100
Cornerstone Aquatics Center: (860) 561-8270	Paine's Inc. (trash and recyclables): (860) 844-3000	Street Repairs: (860) 561-8100
Death Certificate: (860) 561-7430	Paint Disposal (Sherwin Williams): (860) 570-1216	Street Sweeping: (860) 561-8100
Dog License: (860) 561-7430	Parking Tickets: (860) 561-7475	Tax Information: (860) 561-7474
Electronics Recycling (Take 2, Inc.): (800) 209-9322	Parks and Recreation: (860) 561-7510	Town Clerk: (860) 561-7448
Elmwood Community Center: (860) 561-8160	Permits (Building, Electrical, Roof, Mechanical): (860) 561-7530	Town Hall (Main Number): (860) 561-7500
Elmwood Senior Center: (860) 561-8180	Planning & Zoning: (860) 561-7555	Town Hall Auditorium rental: (860) 561-7511
Employment Opportunities: (860) 561-7480	Police-Routine calls: (860) 523-5203	Town Manager: (860) 561-7440
Faxon Branch Library: (860) 561-8200	Pot Holes and Street Maintenance: (860) 561-8100	Trash (special collections, complaints): (860) 844-3000
Fence Permits: (860) 561-7555	Power Outages: (860) 947-2000	Tree Maintenance & Removal: (860) 561-8100
Fire-Routine calls (During Business Hours): (860) 561-8300	Public Works: (860) 561-8100	Voter information: (860) 561-7450
Fire-Routine calls (After Hours): (860) 523-5263	Recycling Center (Supreme Forest Products): (860) 231-8100	West Hartford Public Schools: (860) 561-6600
Golf:	Registrar of Voters: (860) 561-7450	West Hartford Community TV: (860) 561-1560
Rockledge: (860) 521-6284	Senior Centers:	Westmoor Park: (860) 561-8260
Buena Vista: (860) 561-8285	Elmwood: (860) 561-8180;	Yard Waste drop-off: (860) 231-8100
Graffiti Clean-up: (860) 523-5203	Bishops Corner: (860) 561-7583	Yard Waste permit: (860) 231-8100
Hazardous Waste Info-line: (860) 278-3809	Schools Administration Office: (860) 561-6600	
	Skating Rink: (860) 521-1573	



2019 Special Events

JANUARY

January 21, 10:00-11:30 AM - Dr. Martin Luther King, Jr. celebration, Town Hall Auditorium

January 26, 6:00 PM - 20th Annual Children's Charity Ball, Hartford Golf Club

MARCH

March 9, 7:00 PM – Rotary Club of West Hartford's Vines of March wine tasting and auction, University of Saint Joseph

March 8-16 - Hall High's Pops 'n Jazz Show, Hall High School

March 14, 5:30 PM - A Child's World, Children's Museum Annual Gala, Delamar Hotel

March 24, 10:30 AM - Johnny's Jog for Charity 5K walk/run, Blue Back Square

March 30, 6:30 PM - Foundation for West Hartford Public Schools' West Hartford's Cookin', Town Hall Auditorium

APRIL

April 13, 6:00-9:00 PM - Noah Webster House's Webster's War of the Words, Congregation Beth Israel

April 27, 10:30 AM - CT Walks for Haiti, St. Peter Claver Church

MAY

May 4, 9:00 AM-12:00PM - Family Fishing Festival, Fernridge Park

May 11, 6:00 PM - Mayor's Charity Ball, Town Hall Auditorium

May 18, 11:00 AM-3:00 PM - Farm Day, Westmoor Park

May 18, 7:00 PM - West Hartford Symphony Orchestra Annual Pops Concert, Town Hall Auditorium

May 19, 10:00 AM – West Hartford MS Walk, University of Saint Joseph

May 20, 6:00 PM - West Hartford

Art League's Light Up the Night

May 27, 10:00 AM - Memorial Day Parade, West Hartford Center

May 31, 6:00 PM - West Hartford Art League's 85th Anniversary

JUNE

June 1, 10:00AM-6:00 PM - Celebrate! West Hartford, Town Hall grounds

June 2, 12:00-6:00 PM - Celebrate! West Hartford, Town Hall grounds

June 2 - Celebrate! WH 5K road race 9:30 AM, Kids Run 8:30 AM

June 4, 7:00-10:00 AM - Celebrity Breakfast, Effie's Restaurant

June 8, 4:00 PM - Relay for Life, Northwest Catholic High School

June 15, 1:00-4:00 PM - Japan Summer Festival, Blue Back Square, (Rain Date: June 16)

June 17, 6:00 PM - Chamber of Commerce's Annual Noah Webster Awards and Annual Meeting, Pond House Café

June 23, 10:00 AM-3:00 PM - 19th Annual Concorso Ferrari & Friends for CCMC, LaSalle Road

JULY

July 13, 10:00 AM - Red Dress Run, Elizabeth Park

July 20, 8:00-9:30 AM - Yoga on LaSalle Road

AUGUST

August 25, 9:00 AM-1:00 PM - Center Streets Bike Event, West Hartford Center

SEPTEMBER

September 14, 5:00-9:00PM - West Hartford Firefighters Grill & Beer Sampling for MDA, Town Hall lawn

September 26, 8:00 AM-3:00 PM - Annual Senior Golf Tournament,

Rockledge Golf Club

September 26, 1:00-3:00 PM - Senior Housing Fair, Elmwood Senior Center

OCTOBER

October 3, 5:00-8:00 PM - Pink Party, Blue Back Square. (Rain Date: October 4)

In October, 7:00 PM - West Hartford READS!, Town Hall Auditorium

October 5, 10:30 AM – Park Road Parade

October 12, 8:00 AM – Hartford Half Marathon, Hartford & West Hartford

October 18-19, 25-26, 6:00-8:30PM - Noah Webster House's *Hauntings*, Old Center Cemetery, North Main St

October 26, 10:30 AM-12:00 PM - Moms & More Club of West Hartford's Halloween Stroll, Blue Back Square and West Hartford Center

NOVEMBER

November 1, 6:30 PM - Intensive Education Academy's Annual "STARS" gala, Riverview, Simsbury

November 11, 1:00 PM - Veterans Day Ceremony, Veterans Memorial, West Hartford Center

DECEMBER

December 1, 9:00 AM – Blue Back 5K Mitten Run, Blue Back Square

December 5, 5:00-8:00 PM – Holiday Stroll, West Hartford Center and Blue Back Square

December 8, 3:00 PM - West Hartford Symphony Orchestra Holiday Concert, Town Hall Auditorium

December 22, 4:00 PM - Chanukkah Fire on Ice, Blue Back Square